

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

P.O. Box 419064, Rancho Cordova, CA 95741-9064



October 28, 2013

EBLAST

TO: IV-D DIRECTORS

SUBJECT: AUSTRALIA'S CHILD SUPPORT SECURE EMAIL SYSTEM

The purpose of this notice is to inform you of the secure email system used by the Australian child support program. The Australian Department of Human Services has advised that communications via email involving sensitive information will only be sent through its secure server. Employees from the local child support agencies (LCSAs) wishing to use the system must register and create an account. The California Central Registry (CCR) will continue to be the main point of contact in California for the Australian Government's Department of Human Services, but use of the secured emails will allow the LCSAs quick access to resolve issues that may develop when managing cases with Australia.

The Australian Department of Human Services has requested that the Department of Child Support Services (DCSS), Intergovernmental Services Section (IGS) provide it with a list of designated contacts from each LCSA interested in using the secured email system. The IGS recommends a limited number of contacts from each county (i.e., the case worker or supervisor/manager who oversees the intergovernmental unit or international cases). There are currently 113 intergovernmental cases with Australia in the Child Support Enforcement System belonging to 29 different LCSAs.

Please submit the names, e-mail addresses, and telephone numbers of the designated contacts to Joella Parra, IGS at joella.parra@dcss.ca.gov, no later than December 2, 2013. Upon receipt, IGS will forward the information to the Australian authorities, who will then contact the designated employees to initiate the registration process. It will be possible to submit additional contacts as future needs arise.

If you have any questions or concerns regarding this matter, please contact the DCSS, IGS/CCR at 1-888-851-6314.

Sincerely,

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CHERYL STEWART
Assistant Director
Office of Payment Management and Intergovernmental Services